

Family Planning Fee Management
E-Day Sheet Training
October 21, 2008

e-Day Sheets and Monthly Recaps

Main Menu:

- Generate Receipt (F1)
- Patient/Client Records
- Lookup Receipt
- Void Receipt
- Return Check
- Defaults Menu (F2)
- Report Menu (F5)
- Finance Reports
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[Click here or F12 for information about this Day Sheets](#)

Version: 1.5

SiteName
Your Clinic

FAMILY PLANNING CATEGORY UPDATES AND ADDITIONS

Below are Family Planning Visit Rate changes and New Service Category Codes that need to be updated and added to the Default Category Table in the e-Day Sheet.

THESE MUST BE IMPLEMENTED BEFORE RECEIPTS ARE ISSUED ON NOVEMBER 3, 2008.

Please follow these instructions and enter the information that is in **BOLD**.

1. UPDATE Existing Categories:

THESE RATE CHANGES CAN ONLY BE ENTERED AFTER THE CLOSE OF BUSINESS 10/31/08 OR THE FIRST THING (before receipts are issued) 11/03/08.

Existing categories that need Rate Changes.

- Select Defaults Menu (F2) from the Main Menu

- Click on Default Categories

- Locate Category Code 100
 - Click on the Default Amount box and enter "**182.00**" press enter.

- Locate Category Code 101
 - Click on the Default Amount box and enter "**182.00**" press enter.

- Locate Category Code 102
 - Click on the Default Amount box and enter "**182.00**" press enter.

- Locate Category Code 103
 - Click on the Default Amount box and enter "**182.00**" press enter.

- Locate Category Code 104
 - Click on the Default Amount box and enter "**0.00**" press enter.

- Locate Category Code 107
 - Click on the Default Amount box and enter "**12.00**" press enter.

2. Add New Categories:

Below are some new categories to be entered to issue receipts for Contraceptives.

- Select Defaults Menu (F2) from the Main Menu

- Click on Default Categories

- Click on New Category Record and enter the following on the blank category line: "**106A**",
 - Click on the Category drop down box select "**FAMILY PLANNING**",
 - Click on the Short Cat box and select "**FP**",
 - Click on the Description box and enter:
"**Pills Monthly**",
 - Click on Default Amount box and enter "**8.00**" press enter.

- Click on New Category Record and enter the following on the blank category line: "**106B**",
 - Click on the Category drop down box select "**FAMILY PLANNING**",
 - Click on the Short Cat box and select "**FP**",

- Click on the Description box and enter:
"Pills Quarterly",
- Click on Default Amount box and enter "32.00" press enter.

- Click on New Category Record and enter the following on the blank category line: "106C",
 - Click on the Category drop down box select "FAMILY PLANNING",
 - Click on the Short Cat box and select "FP",
 - Click on the Description box and enter:
"PILLS ANNUAL",
 - Click on Default Amount box and enter "112.00" press enter.

- Click on New Category Record and enter the following on the blank category line: "106D",
 - Click on the Category drop down box select "FAMILY PLANNING"
 - Click on the Short Cat box and select "FP"
 - Click on the Description box and enter:
"Injection Contraceptive",
 - Click on Default Amount box and enter "15.00" press enter.

- Click on New Category Record and enter the following on the blank category line: "106E"
 - Click on the Category drop down box select "FAMILY PLANNING",
 - Click on the Short Cat box and select "FP",
 - Click on the Description box and enter:
"PATCH"
 - Click on Default Amount box and enter "67.00" press enter.

- Click on New Category Record and enter the following on the blank category line: "106F"
 - Click on the Category drop down box select "FAMILY PLANNING"
 - Click on the Short Cat box and select "FP"
 - Click on the Description box and enter:
"Ring"
 - Click on Default Amount box and enter "45.00" press enter.

- Click on New Category Record and enter the following on the blank category line: "106G",
 - Click on the Category drop down box select "FAMILY PLANNING",
 - Click on the Short Cat box and select "FP",
 - Click on the Description box and enter:
"Diaphragm",
 - Click on Default Amount box and enter "19.00" press enter.

- Click on New Category Record and enter the following on the blank category line: "106H",
 - Click on the Category drop down box select "FAMILY PLANNING",
 - Click on the Short Cat box and select "FP",
 - Click on the Description box and enter:
"Spermicidal Jelly",
 - Click on Default Amount box and enter "9.00" press enter.

- Click on New Category Record and enter the following on the blank category line: "106I",
 - Click on the Category drop down box select "FAMILY PLANNING",
 - Click on the Short Cat box and select "FP",
 - Click on the Description box and enter:
"IUD/Paraguard + Insertion",
 - Click on Default Amount box and enter "271.00" press enter.

- Click on New Category Record and enter the following on the blank category line: **"106J"**,
 - Click on the Category drop down box select **"FAMILY PLANNING"**
 - Click on the Short Cat box and select **"FP"**
 - Click on the Description box and enter:
"IUD/Mirena + Insertion",
 - Click on Default Amount box and enter **"470.00"** press enter.

- Click on New Category Record and enter the following on the blank category line: **"106K"**,
 - Click on the Category drop down box select **"FAMILY PLANNING"**,
 - Click on the Short Cat box and select **"FP"**,
 - Click on the Description box and enter:
"Implant/Insertion"
 - Click on Default Amount box and enter **"435.00"** press enter.

- Click on New Category Record and enter the following on the blank category line: **"106L"**
 - Click on the Category drop down box select **"FAMILY PLANNING"**
 - Click on the Short Cat box and select **"FP"**
 - Click on the Description box and enter:
"Female Sterilization"
 - Click on Default Amount box and enter **"1,000.00"** press enter.

- Click on New Category Record and enter the following on the blank category line: **"106M"**,
 - Click on the Category drop down box select **"FAMILY PLANNING"**,
 - Click on the Short Cat box and select **"FP"**,
 - Click on the Description box and enter:
"Male Sterilization",
 - Click on Default Amount box and enter **"300.00"** press enter.

- F10 back to the Main Menu
 - Select Default Menu again
 - Default Categories
 - Scroll down to the beginning of the Family Planning codes.

Compare what is in your table to the one below, they should be the same. If not, you will need to go to the individual lines and make the changes.

100	Family Planning	▼	FP	▼	Family Planning-Initial and Annual Visit	\$182.00	▼
101	Family Planning	▼	FP	▼	Family Planning-Periodic Revisit Resupply	\$182.00	▼
102	Family Planning	▼	FP	▼	Deferred Physical Visit	\$182.00	▼
103	Family Planning	▼	FP	▼	Extended Family Planning Counseling Visit	\$182.00	▼
104	Family Planning	▼	FP	▼	GYN Problem/Laboratory/Counseling Visit	\$0.00	▼
106A	Family Planning	▼	FP	▼	Pills Monthly	\$8.00	▼
106B	Family Planning	▼	FP	▼	Pills Quarterly	\$32.00	▼
106C	Family Planning	▼	FP	▼	Pills Annual	\$112.00	▼
106D	Family Planning	▼	FP	▼	Injection Contraceptive	\$15.00	▼
106E	Family Planning	▼	FP	▼	Patch	\$67.00	▼
106F	Family Planning	▼	FP	▼	RIng	\$45.00	▼
106G	Family Planning	▼	FP	▼	Diaphragm	\$19.00	▼
106H	Family Planning	▼	FP	▼	Spermicidal Jelly	\$9.00	▼
106I	Family Planning	▼	FP	▼	IUD/Paraguard + Insertion	\$271.00	▼
106J	Family Planning	▼	FP	▼	IUD/Mirena + Insertion	\$470.00	▼
106K	Family Planning	▼	FP	▼	Implant/Insertion	\$435.00	▼
106L	Family Planning	▼	FP	▼	Female Sterilization	\$1,000.00	▼
106M	Family Planning	▼	FP	▼	Male Sterilization	\$300.00	▼
107	Family Planning	▼	FP	▼	Family Planning Pregnancy Test Only	\$12.00	▼

These new categories will appear in the drop down box on the receipt entry screen where the other categories are selected for types of services.

Effective November 3, 2008, there is going to be a new Revenue (Recap) Code for Contraceptives. It will be loaded on your server for you.

Revenue Code 11 (FAMILY PLANNING CONTRACEPTIVE) will be used. ***You may notice this in your drop down box for the Recap Source prior to November 3, 2008. It is not to be used before November 3, 2008.***

Because of the new Family Planning rules contraceptives will be charged and a receipt issued. Family Planning Visits with contraceptives issued will require two receipts. There will be one receipt for the visit and another receipt for the contraceptive. From the Recap Source drop down box select: FAMILY PLANNING CONTRACEPTIVE for these receipts.

Refer to the example of a contraceptive receipt entry screen below.

Day Sheet

Clerk ADPH		Wellville Co Health Department Your Clinic 2444 Painful drive Wellville, AL 99999		Date issued 10/15/2008	
Client Number 991000037	Client Name Jane Cheata				
Payment Category FP	Service Code 106B	Gross Fee Charge \$32.00	Percent % 100%	Net Charges 32.00	Amount Paid 32.00
<input checked="" type="radio"/> Check <input type="radio"/> Cash <input type="radio"/> Both	CheckAmount \$32.00	Previous Balance \$0.00	Current Balance \$0.00		
Recap Source FAMILY PLANNING CONTRA	Received From/Payer:				
Notes					Todays Date 10/14/2008

Print Receipt

When you click in the next box the description will change to the Recap Source code 11.
Refer to the example below.

Day Sheet

Clerk ADPH		Wellville Co Health Department Your Clinic 2444 Painful drive Wellville, AL 99999		Date issued 10/15/2008	
Client Number 991000037	Client Name Jane Cheata				
Payment Category FP	Service Code 106B	Gross Fee Charge \$32.00	Percent % 100%	Net Charges 32.00	Amount Paid 32.00
<input checked="" type="radio"/> Check <input type="radio"/> Cash <input type="radio"/> Both	CheckAmount \$32.00	Previous Balance \$0.00	Current Balance \$0.00		
Recap Source 11	Received From/Payer: Jane Cheata				
Notes					Todays Date 10/14/2008

Print Receipt

CLIENT/PATIENT PRIVACY

In order to preserve and protect our Client's privacy a new REQUIRED selection box has been added to the Patient/Client Database screen. This box requires a Yes or NO selection for all new Client's added.

The question "IS IT OK TO SEND MAIL TO THIS ADDRESS?" must be answered based on the Client's privacy wishes. No receipt can be entered until a selection is made.

Patient/Client Database

From this sub menu item you may Add Another Patient, do a Patient Lookup, Assign a Non-Clinic Number, Create Receipt, Delete Patient or Enter Adjustment.

The screenshot shows a software interface for the Patient/Client Database. At the top left is a 'Main Menu (F10)' button. The main title is 'Patient/Client Database Ledger Information'. Below the title are five buttons: 'Add Another Patient', 'Patient Lookup', 'Assign Non-Clinic Number', 'Create Receipt', and 'Delete Patient'. The form contains several input fields: 'Client Number' (1234567890), 'Client Name' (redacted), 'DOB', 'Address 1', 'Address 2', 'City', 'State', 'Zip Code', 'Phone Number', and 'Comments'. A prominent red question 'IS IT OK TO SEND MAIL TO THIS ADDRESS?' is followed by a dropdown menu. At the bottom right, 'Current Balance' and 'Previous Balance' are both 0.00. A table at the bottom has columns for 'Trans Date', 'Receipt Number', 'Net Charges', 'Credits', 'Amount Paid', 'Current Balance', and 'Trans Type', with several empty rows below.

Add Another Patient will consist of entering the demographic information with a CHR number. *NOTE: The requirement for entering a zero has been removed. Zero will be automatically put in the Current Balance field for new Clients. It can be changed if a balance is to be entered.*

The question: "IS IT OK TO SEND MAIL TO THIS ADDRESS?" requires a selection from a drop down box. You must select Yes or No to be able to create a receipt.

If a patient does not want to be contacted for privacy reasons select NO in the drop down box, otherwise select YES.

When No is selected the system will not print an invoice for those clients.

Vital Statistics and Environmental should always have YES selected.

In the following example a Client is being entered for services and they DO NOT wish to be contacted (receive mail) due to privacy issues, so it is NOT ok to mail them an invoice.

Main Menu (F10)

Patient/Client Database Ledger Information

Add Another Patient **Patient Lookup** Assign Non-Clinic Number **Create Receipt** **Delete Patient**

Client Number
123456789 **IS IT OK TO SEND MAIL TO THIS ADDRESS?** **NO** ▼

Client Name
Testy Patient **DOB**

Address 1 **Address 2**
20 Home St

City **State** **Zip Code**
Somewhere AL 99999

Enter Adjustment

Phone Number **Comments** **Current Balance** **Previous Balance**
 0.00 0.00

Trans Date	Receipt Number	Net Charges	Credits	Amount Paid	Current Balance	Trans Type

Notice the NO in the drop down box has been selected.

In the example below: "Is it ok to send mail to this address?" was left blank and the Create a Receipt button was selected.

The screenshot shows a software interface for a Patient/Client Database. At the top, there is a title bar with 'Main Menu (F10)' and a large header 'Patient/Client Database Ledger Information'. Below the header are several buttons: 'Add Another Patient', 'Patient Lookup', 'Assign Non-Clinic Number', 'Create Receipt', and 'Delete Patient'. The 'Create Receipt' button is highlighted. The form contains fields for Client Number (987654321), Client Name (Johnny Test), Address 1 (405 Windy Circle), City (Anytown), State (AL), and Zip Code (99999). A pop-up error box titled 'Required Field Missed' is displayed over the form, with the message 'Must Select Yes or No based on Privacy Reasons for sending Mail to this Address' and an 'OK' button. Below the form, there are fields for Phone Number, Comments, Current Balance (0.00), and Previous Balance (0.00). At the bottom, there is a table header with columns: Trans Date, Receipt Number, Net Charges, Credits, Amount Paid, Current Balance, and Trans Type.

Notice there is a pop up box with an error for Required Field Missed information. You would answer OK and select the appropriate response regarding if it is ok to send mail to this address.

There is a report available that you may run at any time to provide a listing of all clients with a NO answer.

<i>No Contact Report</i>				
Patient Number	Patient Name	Current Balance	Contact	Last Visit
23	Adam Carter	\$0.00	No	9/2/2008
5	Adam Viatal	\$312.00	No	9/12/2008
456465	Alice Tooth	\$0.00	No	9/17/2008
112	Amanda Jones	\$8.00	No	5/23/2007
165	Annie O Money	\$12.00	No	7/24/2007
138	Apple Blossom	\$0.00	No	9/5/2008
1	Bobby Smith	\$200.00	No	8/25/2008
250	Clair Balance	\$0.00	No	9/17/2008
40	David Jones	\$0.00	No	9/23/2008
265	Jennie June	\$83.26	No	8/21/2008
456	Sarah Sick	\$0.00	No	10/8/2008
123456789	Testy Patient	\$0.00	No	10/8/2008

This report can be used to verify who has been marked with a NO in the e-Day Sheet. It is in alphabetical order and would be useful in reviewing invoices to ensure none of the DO NOT MAIL clients had an invoice printed.

Date Range Table for Aging Accounts Receivable Reports

The date range table below gives the date the aged reports should be run and the date information that should be entered to properly age the reports.

Select the **date range or <date** from the table below for the desired aging. Refer to the next page for sample screen.

The Run Date is the date the aged reports should be ran. If the Run Date falls on a weekend wait until the next business day and run the reports with the date range listed in the table.

The Date Information contains the date ranges for the 30 – 60 and 61 – 90 day reports and the <date for the 91 and more days report. Enter the Date Information exactly as it is shown below.

Run Date	Date Information	Action
10/05/2008 30 days 0 - 30 days		None - Account balances are considered current
10/05/2008 60 days 31 - 60 days	08/06/2008 ... 09/06/2008	Mail invoice to clients
10/05/2008 90 days 61 - 90 days	07/07/2008 ... 08/07/2008	Mail invoices to clients
91 - more days	<07/07/2008	Write-off old Accounts Receivable Balance to Zero
01/05/2009 30 days 0 - 30 days		None - Account balances are considered current
01/05/2009 60 days 31 - 60 days	11/06/2008 ... 12/07/2008	Mail invoice to clients
01/05/2009 90 days 61 - 90 days	10/07/2008 ... 11/07/2008	Mail invoices to clients
91 - more days	<10/07/2008	Write-off old Accounts Receivable Balance to Zero
04/05/2009 30 days 0 - 30 days		None - Account balances are considered current
04/05/2009 60 days 31 - 60 days	02/04/2009 ... 03/07/2009	Mail invoice to clients
04/05/2009 90 days 61 - 90 days	01/05/2009 ... 02/05/2009	Mail invoices to clients
91 - more days	<01/05/2009	Write-off old Accounts Receivable Balance to Zero
07/05/2009 30 days 0 - 30 days		None - Account balances are considered current
07/05/2009 60 days 31 - 60 days	05/06/2009 ... 06/06/2009	Mail invoice to clients
07/05/2009 90 days 61 - 90 days	04/06/2009 ... 05/07/2009	Mail invoices to clients
91 - more days	<04/06/2009	Write-off old Accounts Receivable Balance to Zero

This table may be used year after year by using the same month and day and changing the year to the current year.

AGING OF ACCOUNTS, INVOICING, AND WRITE OFF INSTRUCTIONS

AGING OF ACCOUNTS:

Aging reports are to be run every quarter beginning October 5, 2008.

From the e-Day Sheet Main Menu select Report Menu (F5).

e-Day Sheets and Monthly Recaps

Main Menu:

- Generate Receipt (F1)
- Patient/Client Records
- Lookup Receipt
- Void Receipt
- Return Check
- Defaults Menu (F2)
- Report Menu (F5)
- Finance Reports
- Exit (F11)



[Click here or F12 for information about this Day Sheets](#)

Version: 1.5

SiteName
Your Clinic

From the Report Menu (F5) select Client Balance Reports (F4).

Main Menu (F10)

Report Menu:

- Transactions by Month
- Transactions by Category
- Transactions by Date
- Transactions by Service Code
- Vital Stats Summary by Date
- No Transaction Report

- Client Balance Reports (F4)



From the Client Balance Reports (F4) menu select Aged Accounts Report.

Main Menu (F10)

Balance Reports:

- Problem Balances
- Client Accounts w/o Names
- Do Not Contact Report

- Aged Accounts Report
- Client Invoices
- Single Client Invoice
- Client Invoice Labels



Aged Account Report Criteria

Enter the appropriate date information in the first box below and > dollar amount in the second box to find aged accounts. (refer to examples below)

Press ENTER.

Examples

Using 10/5/2008 as the date for running reports you would enter:

for 31-60 days old: **08/06/2008 ... 09/06/2008**

for 61-90 days old: **07/07/2008 ... 08/07/2008**

More than 90 days: **<07/07/2008 (the "<" symbol before the date has to be entered)**

1. Enter Date:

See list above for examples

2. Enter > and dollar amount for minimum aged balance Example: >0

3. Press Enter

The example above will produce an Aged Accounts Balance Report for 31 – 60 days.

Refer to the report example below.

Aged Account Balances				
Your Clinic				
Patient Number	Patient Name	Current Balance	Updated	Contact
254	Jane Planner	\$25.00	8/27/2008	Yes
265	Jennie June	\$83.26	8/21/2008	No
253	John Patient	\$23.00	8/27/2008	Yes
171	Keith Cole	\$106.00	8/27/2008	Yes
263	Test Patient	\$28.00	9/4/2008	Yes
<i>Total:</i>		\$265.26		

The Updated field will be the last Receipt date which is used for aging and the Contact field is used to determine whether an Invoice should be mailed. NO means DO NOT Mail an Invoice.

To run the Aged Account Balances Report for the 61 – 90 days follow the same instructions as above except enter the date range from the table for the 61 – 90 date range.

When working the reports 31 – 60 and 61 – 90 days use tick marks to indicate the actions taken for each client. Place an **X** by the name of those clients that were DO NOT MAIL, at the bottom of the report write "X we did not mail invoices due to confidentiality reasons". For the remaining clients use a **check mark** by the dollar amount to indicate verified and an **M** to indicate invoice was

mailed. Tick marks will be listed at the bottom of the reports to show the actions taken, and the reports filed.

For the 91 day and greater report enter the < and the date from the table for More than 90 days. Refer to the example below.

Aged Account Report Criteria

Enter the appropriate date information in the first box below and > dollar amount in the second box to find aged accounts. (refer to examples below)

Press ENTER.

Examples

Using 10/5/2008 as the date for running reports you would enter:

for 31-60 days old: **08/06/2008 ... 09/06/2008**

for 61-90 days old: **07/07/2008 ... 08/07/2008**

More than 90 days: **<07/07/2008 (the "<" symbol before the date has to be entered)**

1. Enter Date:
See list above for examples

2. Enter > and dollar amount
for minimum aged balance **Example: >0**

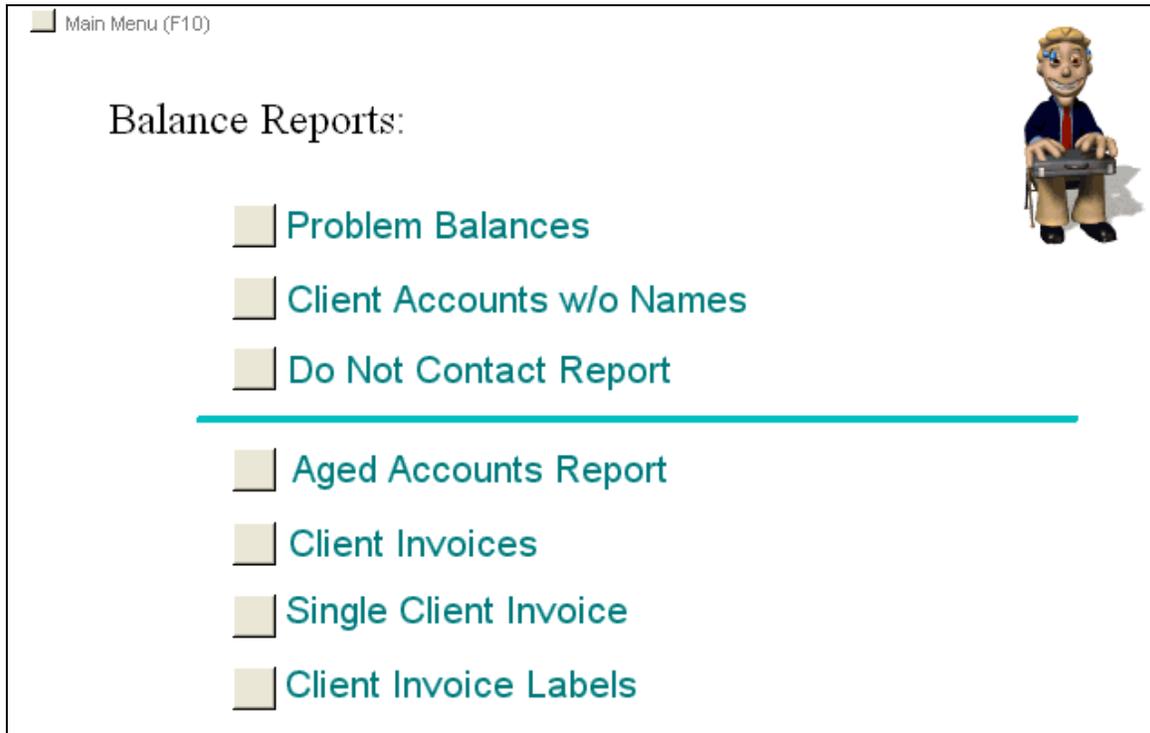
3. Press Enter

This report will be used to Write Off old balances. (Refer to Write Off section in this document) All adjustment receipts for Write Off balances will be attached to this report and filed for audit purposes. Also, use tick marks to indicate any other actions taken and explain the tick mark and action at the bottom of the report.

INVOICING:

Before mailing invoices each account on the Aged Balances report must be verified. There are instances where the balance is incorrect. These invoices should be held and worked after the correct balance invoices are mailed.

From the Balance Reports Menu, you can get there by pressing F4 from any screen in the e-Day Sheet, select Client Invoices. Refer to the example below.



Enter the same date range that was entered for the Aged Accounts Report, >0 for balance selection, and select YES from the Exclude DO NOT CONTACT box. Refer to the next page for an example of the Client Invoice Letter screen.

Client Invoice Letters / Labels

Enter the appropriate date range for aged accounts with balances to print invoices. Enter > 0 for the dollar amount. Select YES to exclude the DO NOT CONTACT clients.

Then press ENTER

1. Enter Date:

Example: 08/06/2008 ... 09/06/2008

2. Enter > and dollar amount for minimum aged balance

Example: >0

3. **Exclude DO NOT CONTACT ?** **Blank Returns all accounts**

4. Press Enter

This will produce the Invoice Letters for all Clients within the specified aging date range. DO NOT CONTACT Clients will not print an invoice. Double check the Aged Accounts Report to make sure there is not any DO NOT CONTACT invoices printed. If there are some DO NOT CONTACT invoices pull them, do not mail them.

The Invoice/Letter is formatted to print on County Health Department letter head.

Follow the same instructions for Invoices for the 61 – 90 day aging except enter the date range from the table for that aging.

Refer to the next page for a sample Invoice/Letter.

October 16, 2008

Dear Jane Planner:

SUBJECT: Outstanding Balance of **\$25.00**
Patient: Jane Planner
CHR No. 254

The Alabama Department of Public Health is proud to offer certain clinical services to our customers on a sliding scale with discounts based on family size and income. As you were informed at your last Health Department clinic visit on **August 27, 2008**, the balance due on your account is **\$25.00**

Payment is due on your account by **November 16, 2008**

Please send your payment to: **Wellville Co Health Department**
2444 Painful Drive
Happy, AL **99999**

Clinic services will not be denied due to inability to pay.

If you have any questions or if there have been any changes in your financial situation which might affect your account, please contact the Health Department at (334) 999-1517.

Sincerely,

Andy Anybody
Wellville County Health Department

Information about Invoice/Letters:

The date is the current date they are printed, close out time and date roll over DOES NOT effect this date.

Client Name: Prints just as it is entered on the ledger card. Some will be first and last name and some will be last name and first name.

Outstanding Balance comes from the CURRENT BALANCE box (blue) on the Patient/Client Database Ledger Information screen. It does not come from the balance on the individual ledger entries in the ledger card.

Clinic Visit date is the date of the last receipt issued.

Due date is calculated 30 days from the date the invoices were run. Run them after verifying the Aged Accounts Report.

Send payment to name and address comes from what is entered in the Defaults Reference data for Department name and address, upper right portion, as well as the telephone number.

County contact name comes from what is entered in the Defaults Reference data for Contact First and Last name. (bottom box)

County Name after the Signature comes from what is enter in the Contact County. (Bottom Box)

Refer to the example of the Default Reference Data screen below.

■ Main Menu (F10)
■ Default Menu (F2)

Reference Data

Department Name Wellville Co Health Department		County Number 99	
Address 2444 Painful Drive		Site Name Your Clinic	
City Happy		Close Out Time HHMM 1430	
State AL	Postal Code 99999	Bank Account Number 	

Contact First Name Andy		Contact Last Name Anybody	
Contact Address 2444 Painful Drive			
Contact County Wellville	State AL	PostalCode 39999-9999	
Phone Number (334) 999-1517	Fax Number 		

Single Client Invoices:

If you only want to print one invoice for a certain client select Single Client Invoice from the Client Balance Reports (F4) menu. See example below:

■ Main Menu (F10)

Balance Reports:

- Problem Balances
- Client Accounts w/o Names
- Do Not Contact Report

- Aged Accounts Report
- Client Invoices
- Single Client Invoice
- Client Invoice Labels



Enter the client number in the box and press enter. See example below:

Individual Client Invoice Letter

Enter the Client Number for the Client you need to print an invoice letter for the box below.

Press **ENTER** to display the invoice letter and then print it.

1. Enter Client Number
2. Press Enter

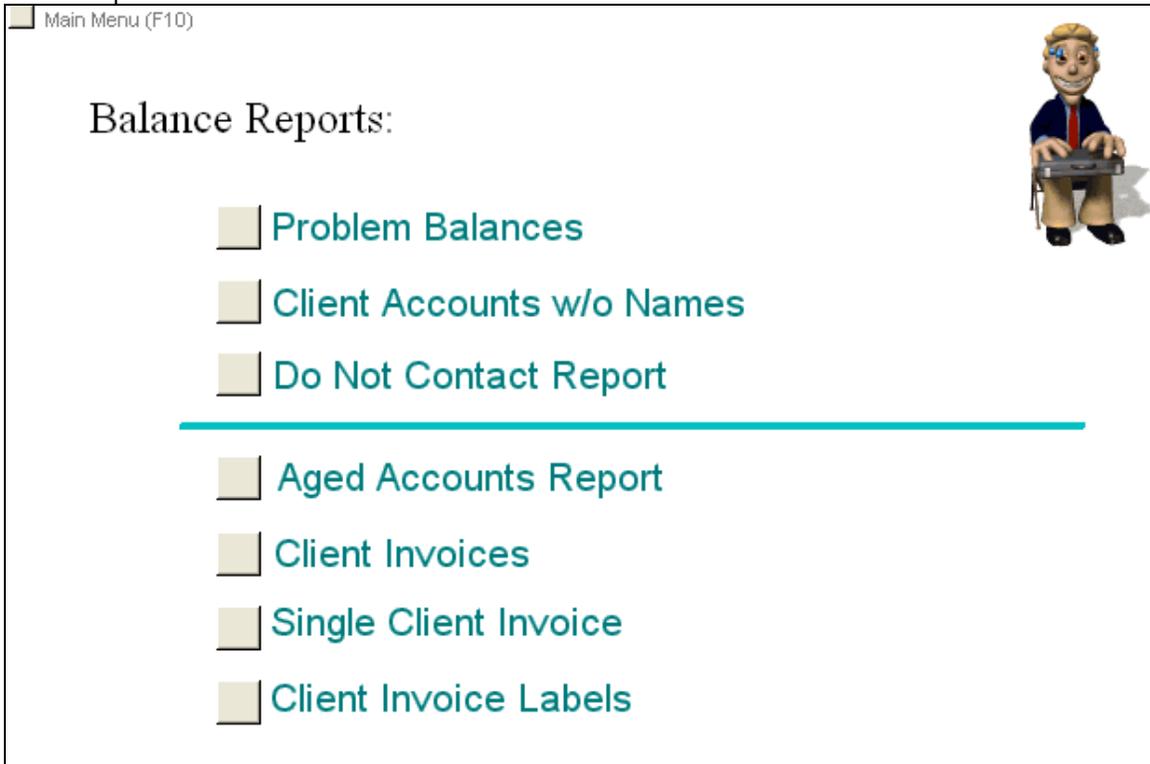
Only one invoice for the selected client will print.

MAILING INVOICES:

If the Client's address is not entered in the e-Day Sheet Patient/Client Database Ledger Information screen, the CHR number can be used to print a PHALCON address label for mailing the invoice.

The client address information can be entered at anytime by selecting Patient/Client Records from the Main Menu. Click on Patient Lookup and search by either the name or client number. Enter the address information.

If the Client's address information is entered in the e-Day Sheet there is an option to print invoice mailing labels. Select Client Invoice Labels from the Client Balance Reports (F4) menu. See example below.



Please include a self addressed return envelope when the invoice is mailed.

Enter the same date range that was entered for the Aged Accounts Report, >0 for balance selection, and select YES from the Exclude DO NOT CONTACT box. Refer to the example below.

Client Invoice Letters / Labels

Enter the appropriate date range for aged accounts with balances to print invoices. Enter > 0 for the dollar amount.
Select YES to exclude the DO NOT CONTACT clients.

Then press ENTER

1. Enter Date:
Example: 08/06/2008 ... 09/06/2008

2. Enter > and dollar amount for minimum aged balance
Example: >0

3. **Exclude DO NOT CONTACT ?** **Blank Returns all accounts**

4. Press Enter

The labels are formatted to print on the equivalent of Avery sheet labels 5260. Three across and ten down. See example below:

Jane Planner 405 Underground Blvd Heartache ,AL 37777	John Patient 1854 Penny Lane Skippyville ,AL 36888	Keith Cole .
Test Patient .		

Notice the last two did not have an address entered and only the name and a comma printed.

By entering the same aging date range and >0 amount the invoice/letters and address labels should be for the same clients and all in alphabetical order. Where the Exclude DO NOT CONTACT: YES was selected those clients will not print an invoice or label.

WRITE OFF INSTRUCTIONS:

Follow these instructions using the 91 day and older Aged Account Balances report.

Office Managers must sign on using their Office Manager User Id and Password.

From the e-Day Sheet Main Menu select Patient/Client Records.

e-Day Sheets and Monthly Recaps

Main Menu:

- Generate Receipt (F1)
- Patient/Client Records
- Lookup Receipt
- Void Receipt
- Return Check
- Defaults Menu (F2)
- Report Menu (F5)
- Finance Reports
- Exit (F11)



Click here or F12 for information about this Day Sheets

Version: 1.5

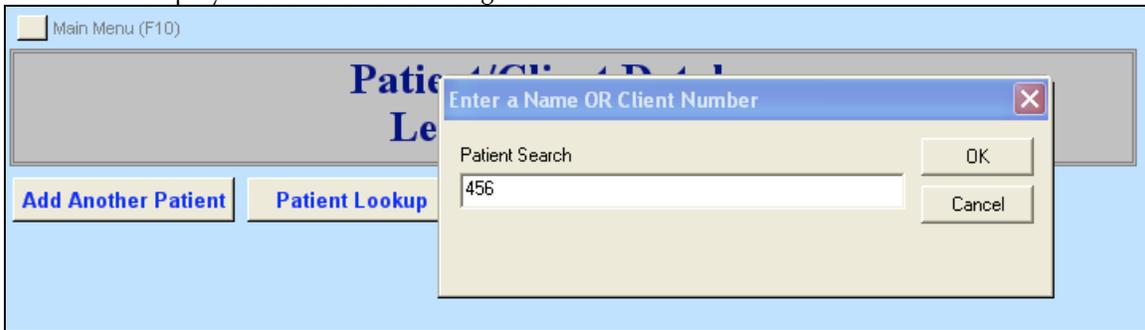
SiteName
Your Clinic

Main Menu (F10)

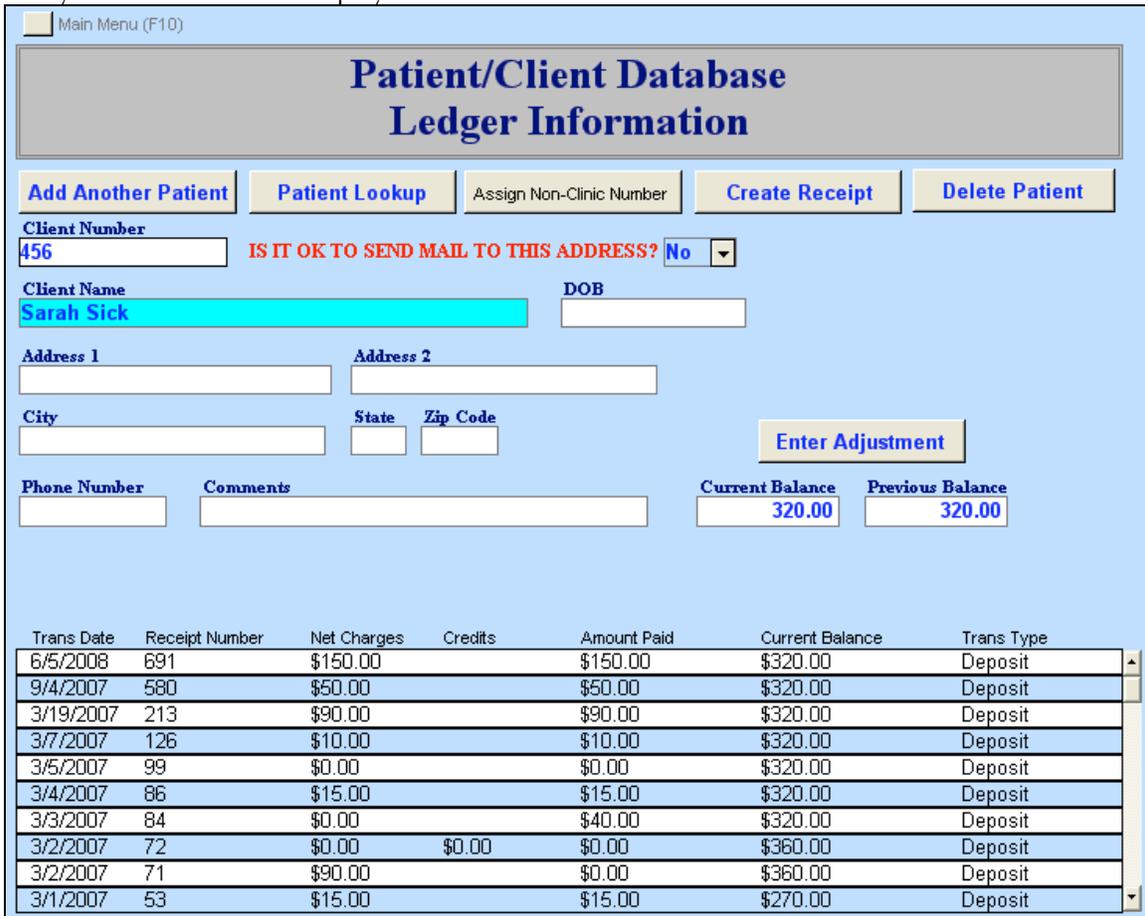
Patient/Client Database Ledger Information

From the Patient/Client Database Ledger Information click on Patient Lookup.
Enter either the Client Number or the Client Name to search for the Client listed on the 91 days and older Aged Accounts Report.

Click Ok to display the selected client ledger card.



Verify the correct client is displayed on the screen.



Click on the Enter Adjustment box.

NOTE: Follow the instructions below very carefully. At first there will be a lot of research and more balances than normal so there could be lag time between running the report and writing off balances. The goal is to get the balances in a managed environment so that reports, invoices, and write off transactions occur in the same day to avoid changes in Current Balance amounts.

Compare the aged balance on the 91 days and older report to the Current Balance in the blue box on the Client Ledger screen. If they are equal, use the Current Balance amount to write off. If they

are not equal, research and determine the reason. If the client came in and acquired an additional charge for a new service the Current Balance box would be more than the report and you would use the amount on the REPORT to write off.

Enter the balance to be written off in the Credit box as dollars and cents.

Enter **REQUIRED** documentation in the Note box.

Main Menu (F10) **Day Sheet Adjustment**

Randy's Clinic
Randy's Clinic
2444 Painful Drive Wellville, A136104

Adjustment

Client Number: 456 Client Name: Sarah Sick Date issued: 9/5/2008

Credit: \$320.00 Note: Write off balance over 90 days old Trans Category: CRED

Current Balance: \$0.00 Previous Balance: \$320.00

Clerk ID: ADPH Today's Date: 9/5/2008

Print Receipt

Refer to the above example.

Click on the Print Receipt button.

Refer to the sample receipt on the next page.

Receipt/Current Invoice

8/5/2008 Date	456 Client Number			\$320.00 Credits		\$0.00 Current Balance
						\$320.00 Previous Balance

<p>RANDY'S CLINIC 2444 PAINFUL DRIVE WELLVILLE AI 36104 3349991517</p>	<p>Sarah Sick Name of Client</p> <p>Cred Transaction Category</p> <p>Received From/Payer: Write off balance over 90 days old</p> <p>Notes</p>
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Next Appointment (Date) _____

Receipt Printed: 9/5/2008 Receipt Number: 753

DPH-A-101-Rev. 6/2006

Attach the receipt to the back of the 91 days and older report and file for audit purposes.

The receipt will be listed in the individual receipt information on the ledger card and it will have the Transaction type of ADJUSTMENT.
Refer to the example below.

**Patient/Client Database
Ledger Information**

Client Number: 456 **IS IT OK TO SEND MAIL TO THIS ADDRESS?** No ▼

Client Name: Sarah Sick DOB:

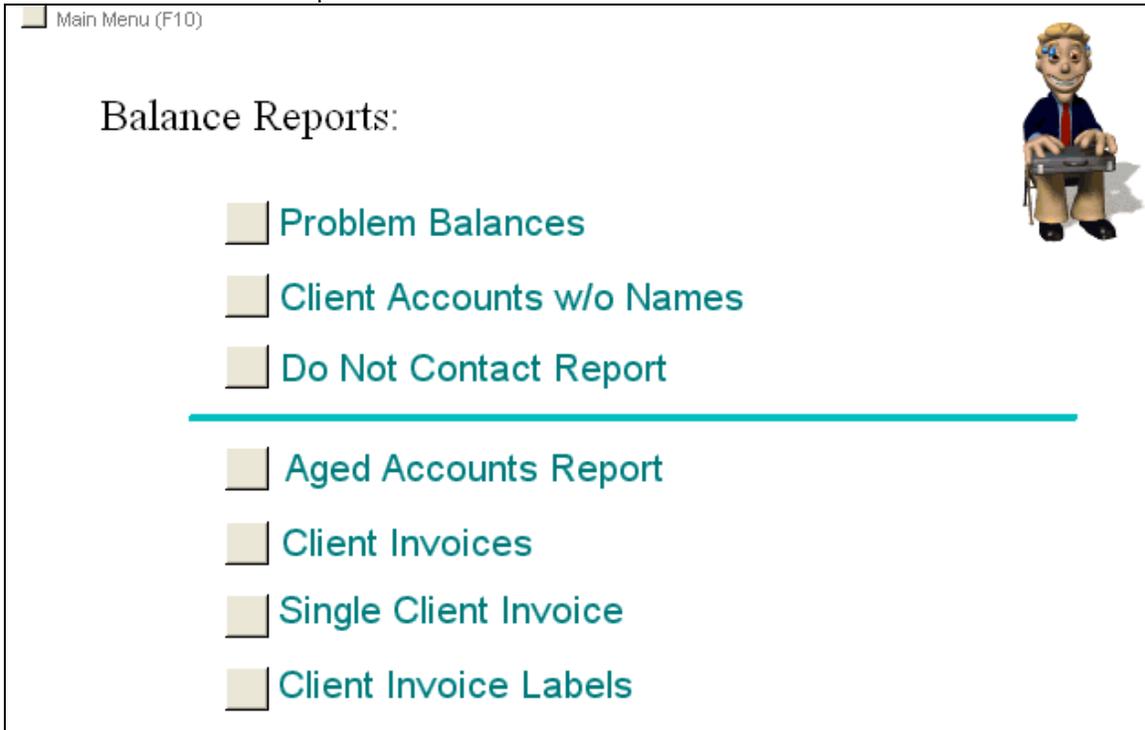
Address 1: Address 2:

City: State: Zip Code:

Phone Number: Comments: Current Balance: 0.00 Previous Balance: 320.00

Trans Date	Receipt Number	Net Charges	Credits	Amount Paid	Current Balance	Trans Type
10/10/2008	864		\$320.00		\$0.00	Adjustment
6/5/2008	691	\$150.00		\$150.00	\$320.00	Deposit
9/4/2007	580	\$50.00		\$50.00	\$320.00	Deposit

From the Client Balance Reports Menu (F4) select Problem Balances



No selection criteria are required to run this report. The report will contain any client with a Current Balance that is Blank or Negative.

Problem Balances		Randy's Clinic
Patient Number	Patient Name	Current Balance
222	Jamie Bullock	(\$3.00)
143	Johnson Funeral Home	(\$20.00)
510000	Monty Gomery	
243	Tessy Pest	
133	Victor Victoria	(\$12.00)
		<hr/> (\$35.00)

Examine this report to determine why the balances are either Blank or Negative. Blank balances could be the result of establishing the Ledger Card balance from the One-Write system. At first there was not a requirement to enter anything in the Current Balance box and some were left blank. If you determine the Current Balance should be ZERO or if there is a Current Balance owed you will need to enter the amount in the Current Balance.

If you have a Client with a NEGATIVE Current Balance, research and determine the reason for documentation purposes and document the findings.

If your research determines the Client is owed a refund follow the instructions in the Fee System Manual and call Shelia Puckett or Debra Thrash for clarification. DO NOT bring the Current Balance to Zero until all refund procedures have been followed and documented.

If the Client is NOT owed a refund follow the Write Off instructions in this document except enter the CREDIT Amount as a NEGATIVE.

If the Client returns after the greater than 90 day balance has been written off and wants to pay, the Office Manager will need to do an adjustment with a NEGATIVE amount to add the written off amount back to the Current Balance. Then a receipt can be issued for Payment on Account.

Contact Information:

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